

**SKILLS FRAMEWORK FOR HOTEL AND ACCOMMODATION SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Front Office Operations and Services					
TSC	Switchboard Operations Management					
TSC Description	Manage incoming calls to provide information and assistance, and provide telephone-related services to guests					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HAS-HTO-2007-1.1	HAS-HTO-3007-1.1			
		Provide telephone-related services to attend to needs of guests	Supervise telephone-related services in accordance with organisational procedures			
Knowledge		<ul style="list-style-type: none"> Importance and guidelines for performing start-of-shift and end-of shift activities Operational guidelines of the required property management system and operating consoles to facilitate front desk switchboard activities Organisation's product offerings and services and their benefits Importance of adhering to standard operating procedures for handling internal and external calls Guidelines for providing and billing of different types of telephone-related services Strategies for handling problems related to telephone-related services Importance of recording details of telephone-related services in an organised format Importance of reporting irregularities in work areas 	<ul style="list-style-type: none"> Importance of supervising and performing start-of-shift and end-of-shift activities Guidelines on reviewing activities in property Types of telephone calls, telephone-related services and their associated charges and impact of discrepancies between monthly telephone bills and revenues Impact of deviations from organisational procedures in handling of telephone-related requests Guidelines for handling problems related to switchboard services, reporting faults and system interruptions and conducting periodic checks on telephone and related systems and equipment Guidelines for documenting and reporting guest concerns and feedback to management 			

		<ul style="list-style-type: none"> • Policies for protecting guests' privacy, safety and security • Guidelines on workplace safety and health 	<ul style="list-style-type: none"> • Organisational guidelines on limits of authority • Strategies for service recovery • Organisation's duty of care to guests • Guidelines on workplace safety and health • Techniques for coaching 			
<p>Abilities</p>		<ul style="list-style-type: none"> • Perform start-of-shift activities and end-of-shift activities • Handle incoming calls, such as transferring calls to correct department, taking messages and managing enquiries and exceptional calls • Handle outgoing calls, such as making calls for guests • Handle wake-up calls, including confirming details for wake-up call, recording calls, programming wake-up calls and notifying other departments, if required, to support special requests • Provide all other telephone-related services in accordance with organisational procedures • Handle problems related to telephone-related services and escalate, if necessary 	<ul style="list-style-type: none"> • Perform start-of-shift and end-of-shift activities • Handle and resolve irregularities and guests' concerns and feedback related to telephone-related services • Report faults and system interruptions • Conduct regular checks on telephone lines, wake-up call set-ups and wake-up call responses, to identify deviations and appropriate corrective measures 			